

FIG. 2

TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR
INVENTORS: Toshitaka HASEGAWA et al.
DOCKET NO.: 1095.1291

Drawings as filed November 26, 2003

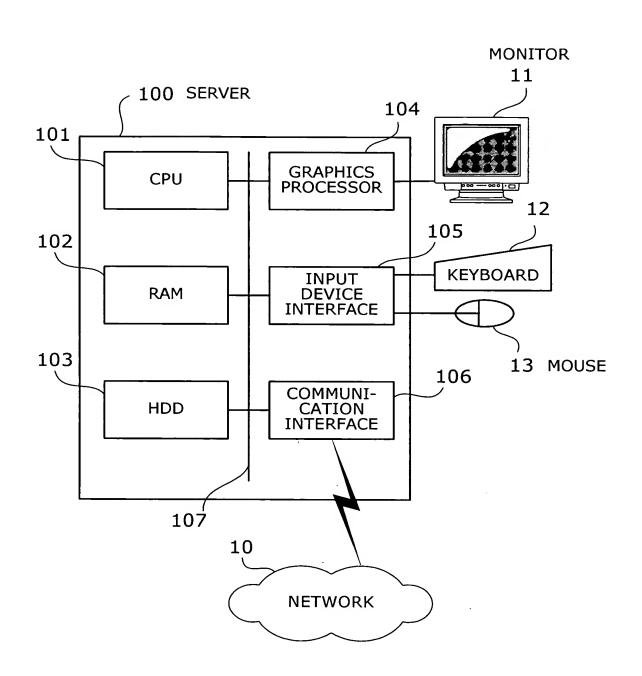
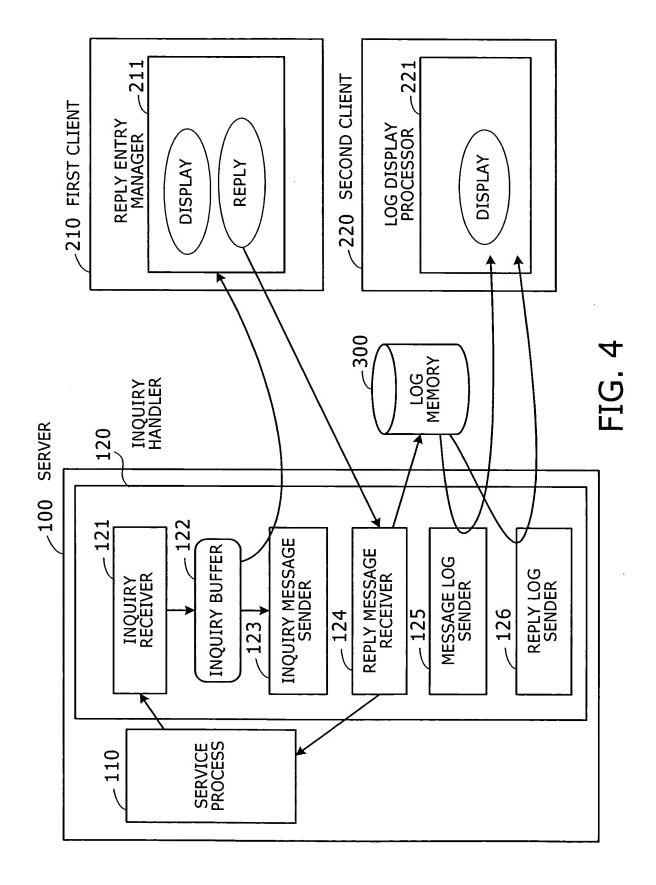


FIG. 3



TITLE: PROGRAM AND ME I'HOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al.

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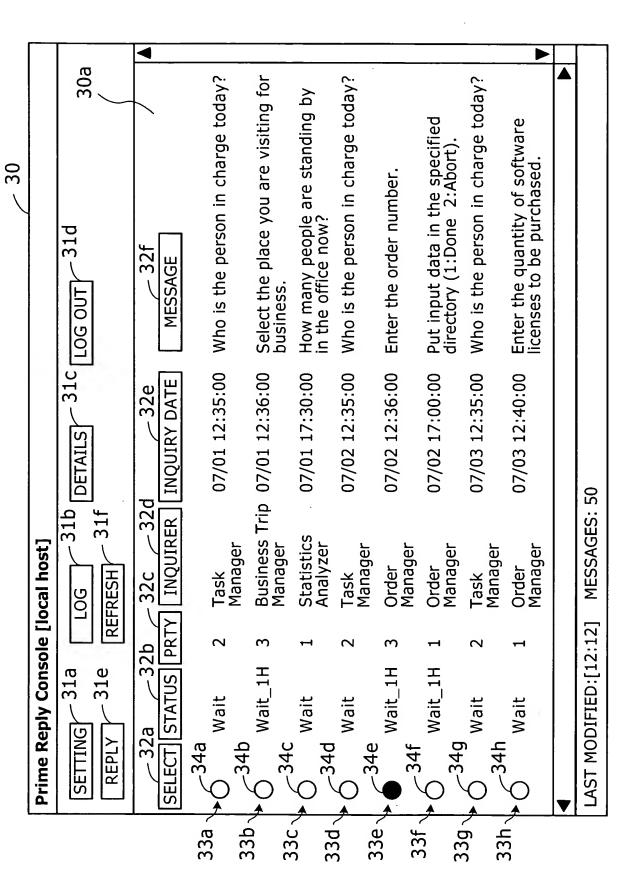


FIG. 5

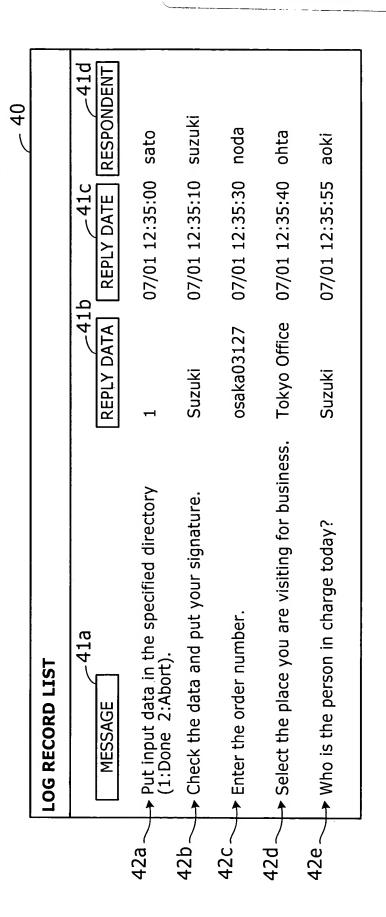
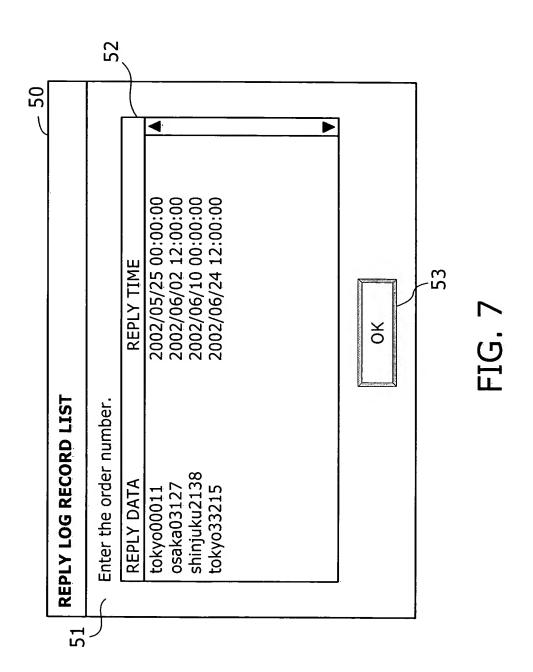
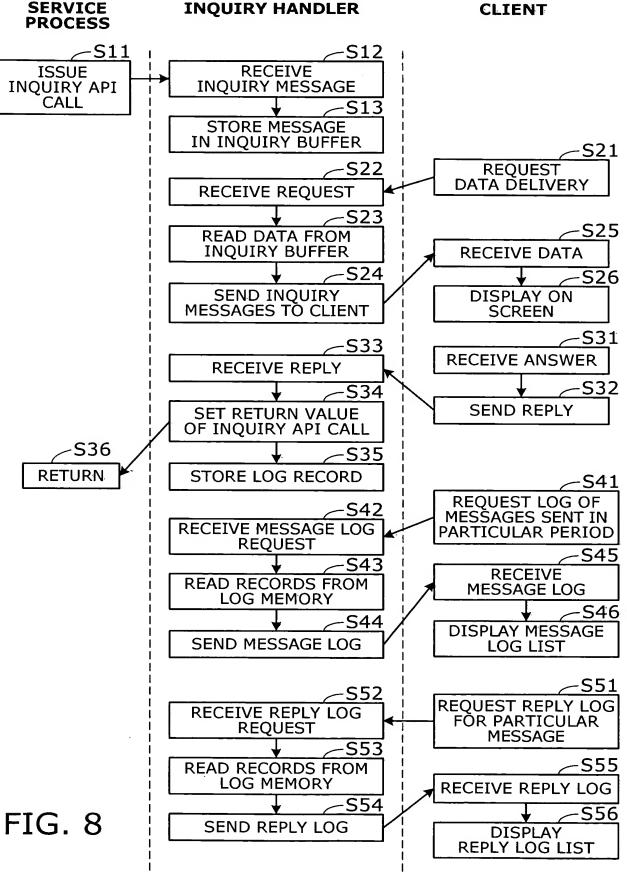
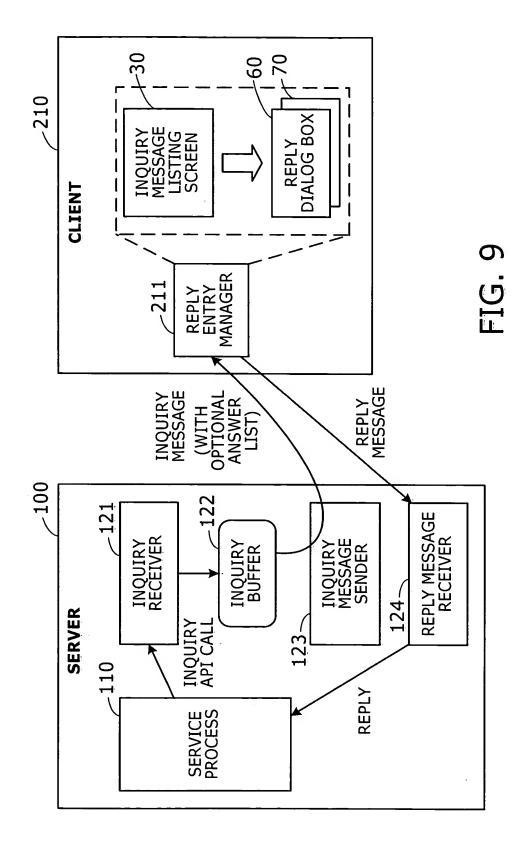


FIG. 6



TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291 Drawings as filed November 26, 2003 **INQUIRY HANDLER** CLIENT **RECEIVE INQUIRY MESSAGE** STORE MESSAGE IN INQUIRY BUFFER S21 REQUEST -S22 DATA DELIVERY RECEIVE REQUEST ·S23 -S25 READ DATA FROM INQUIRY BUFFER RECEIVE DATA **S24** SEND INOUIRY **DISPLAY ON** MESSAGES TO CLIENT **SCREEN** S31 S33 RECEIVE ANSWER RECEIVE REPLY S32 ~S34 SEND REPLY SET RETURN VALUE OF INQUIRY API CALL ·S35 STORE LOG RECORD REQUEST LOG OF MESSAGES SENT IN RECEIVE MESSAGE LOG PARTICULAR PERIOD REQUEST S45 RECEIVE READ RECORDS FROM MESSAGE LOG LOG MEMORY -S44 DISPLAY MESSAGE SEND MESSAGE LOG LOG LIST REQUEST REPLY LOG





REPLY DIALOG BOX FOR MULTIPLE-CHOICE SELECTION

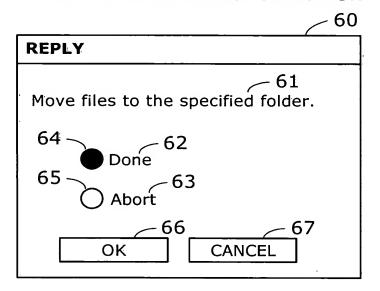


FIG. 10

REPLY DIALOG BOX FOR FREE TEXT INPUT 70
REPLY
Who is the person in charge today?
72
73 74 OK CANCEL

FIG. 11

TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. **DOCKET NO.: 1095.1291** Drawings as filed November 26, 2003 **INQUIRY HANDLER** CLIENT ·S62 RECEIVE INQUIRY **S63** STORE DATA IN INQUIRY BUFFER S71 **REQUEST DATA** S72 DELIVERY RECEIVE DATA REQUEST -S73 **READ DATA FROM INOUIRY BUFFER S75 S74 RECEIVE DATA** SEND INQUIRY MESSAGES (WITH REPLY IDENTIFIERS) S76 WHAT TYPE? TO CLIENT **FREE TEXT MULTIPLE-**CHOICE ·S77 DISPLAY REPLY DIALOG WITH SELECTION BOXES **S78** ACCEPT REPLY **ENTRY** S79 ↓

SERVICE

PROCESS

ISSUE INQUIRY

API CALL WITH REPLY

IDENTIFIER)

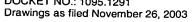
-S61

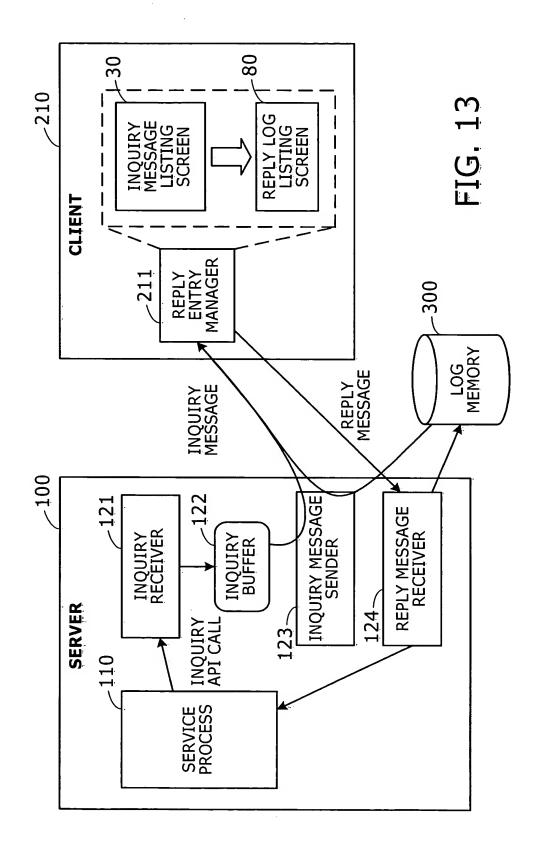
S85

RETURN

DISPLAY REPLY DIALOG WITH TEXT BOX ·S80 ACCEPT REPLY **S82 ENTRY** RECEIVE REPLY **S81** -S83 SEND REPLY SET RETURN VALUE OF INQUIRY API CALL **S84** STORE MESSAGE LOG FIG. 12

TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291

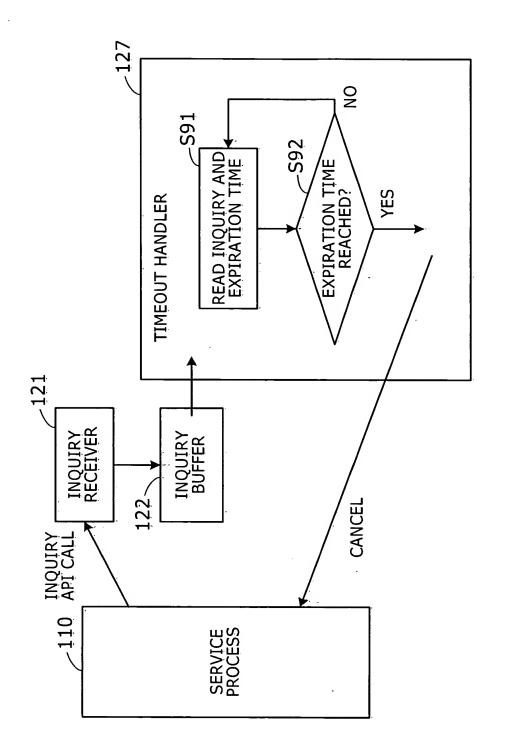




REPLY DIALOG BOX WITH PAST REPLY LIST

_ 80
REPLY
With which office will transactions take place today?
REPLY 82
West Branch Office
PAST REPLY LIST [click to copy into Reply box] 83
Tokyo Sales Office
Osaka Office West Branch Office
Hokuriku Office
New York Office
84 85
OK CANCEL

FIG. 14



TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR

INVENTORS: NO.: DOCKET NO.: 1095.1291

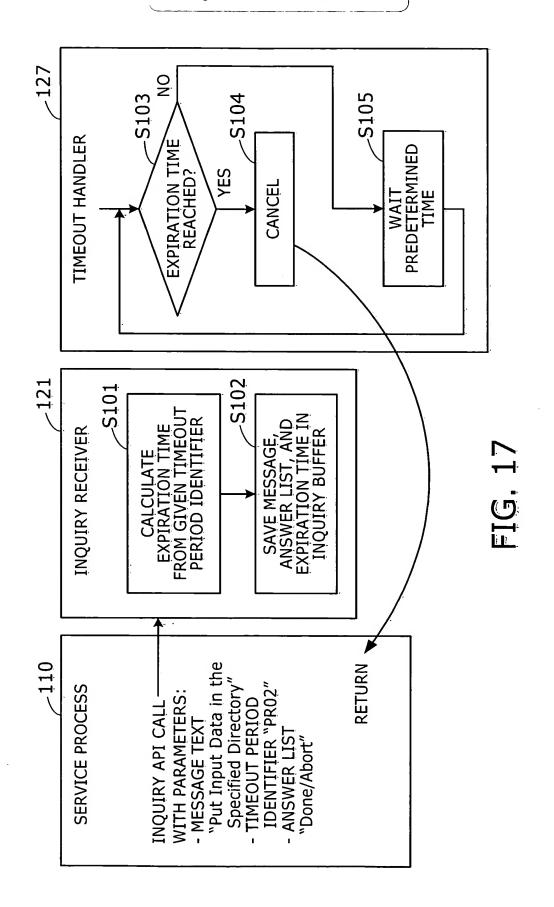
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TIMEOUT PERIOD TABLE

90

PRIO1 = 60 PRIO2 = 180 (60×3) PRIO3 = 360 (60×6) PRIO4 = 720 (60×12) PRIO5 = 1,080 (60×18) PRIO6 = 1,440 (60×24) PRIO7 = 2,880 (60×24×2) PRIO8 = 4,320 (60×24×3) PRIO9 = 10,080 (60×24×7)

FIG. 16



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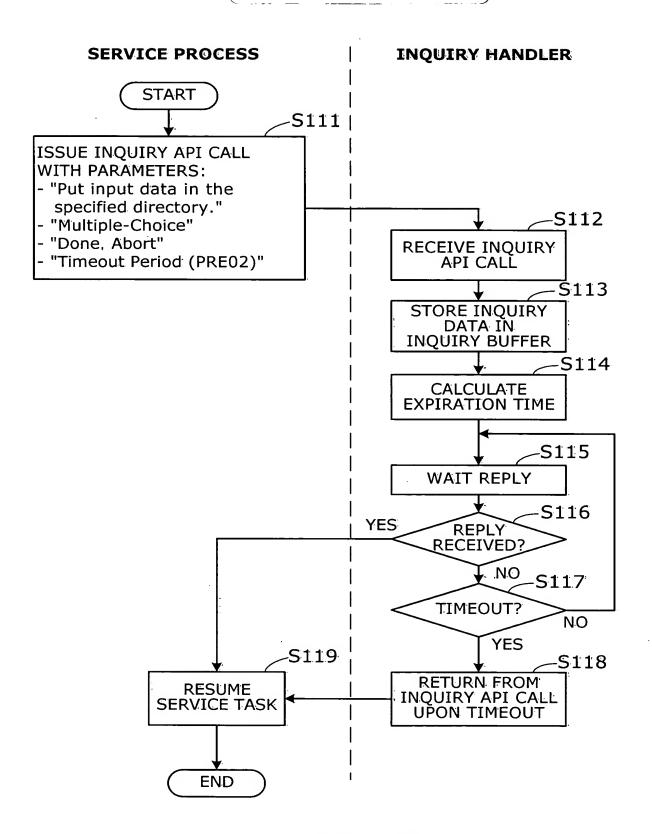


FIG. 18



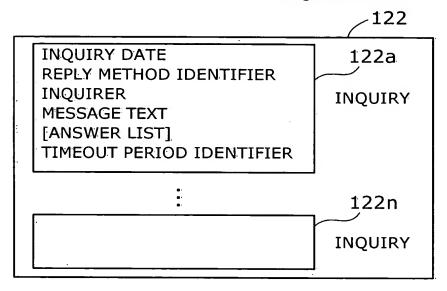


FIG. 19

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INQUIRY BUFFER

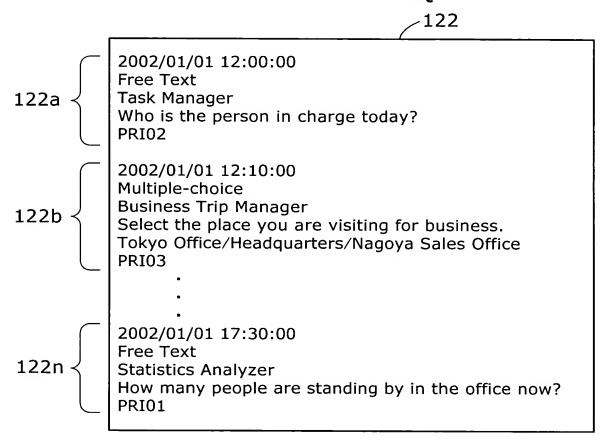


FIG. 20

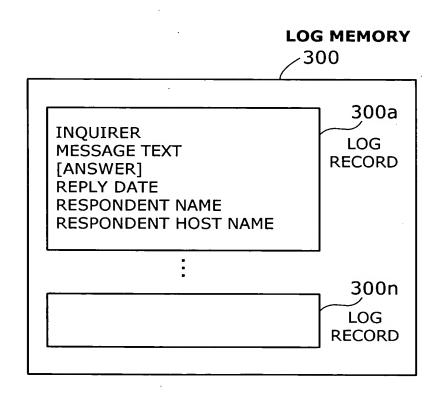


FIG. 21

LOG MEMORY

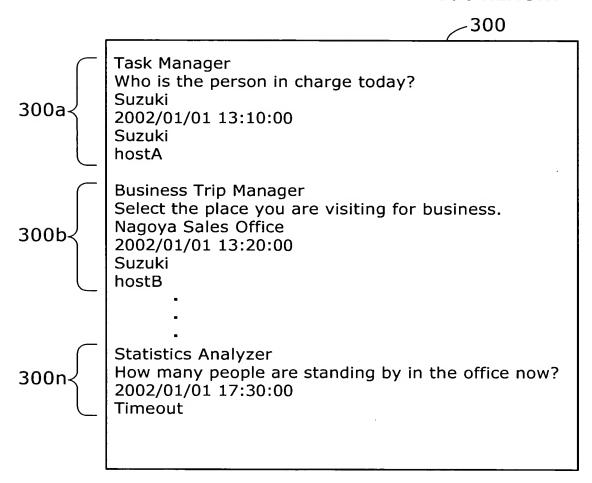
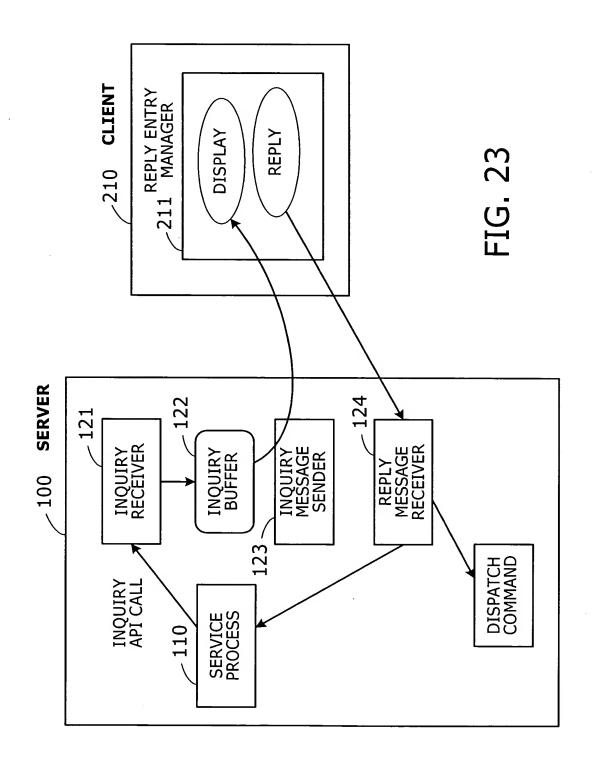


FIG. 22

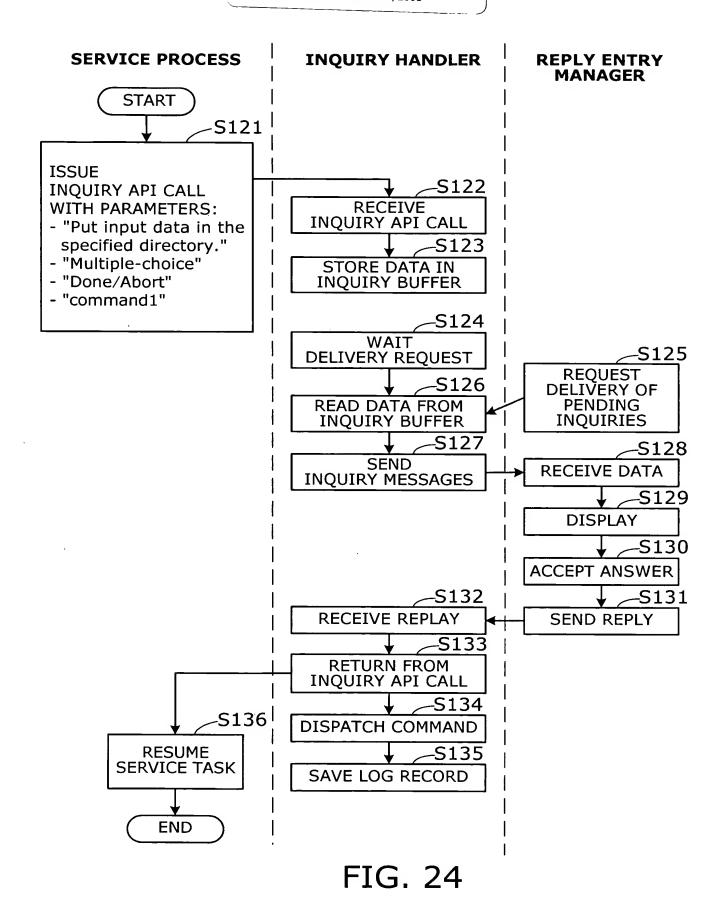
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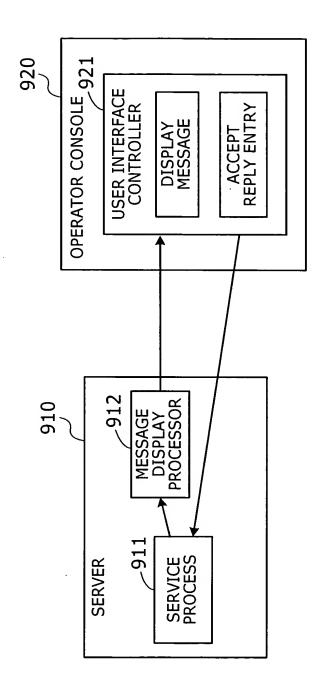


FIG. 25
PRIOR ART